Having Trouble Connecting Echo to a BT Home Hub Router?
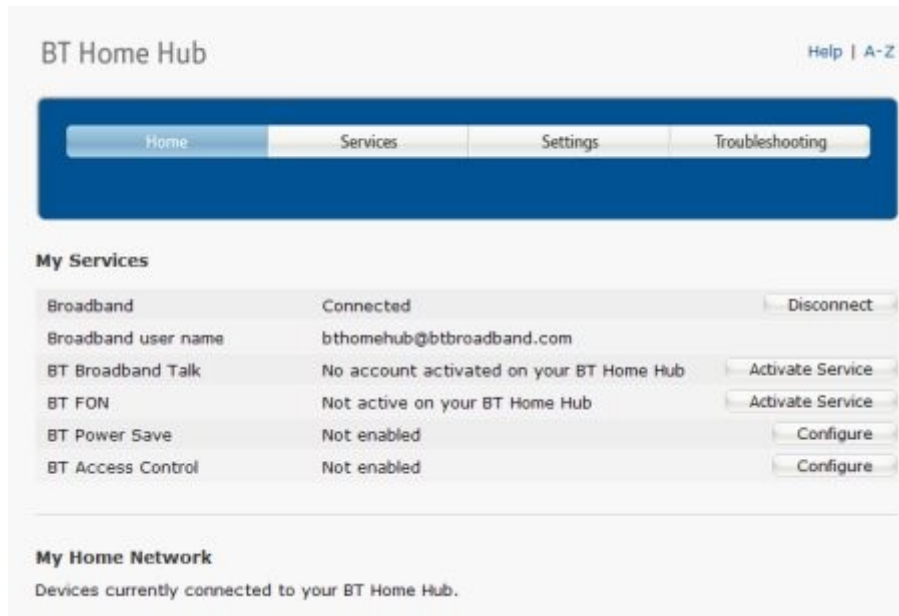
If your Amazon Echo is unable to connect to your BT Home Hub router, follow the steps below.

Step 1 – Validate Router Configuration

Visit http://192.168.1.254 in a web browser on a device connected to your Wi-Fi network. If you see a page for your BT home hub router, similar to the one shown below proceed to step 2.

Step 2 - Smart Setup

If you are setting up your Amazon Echo using https://alexa.amazon.co.uk, please disable smart setup using the steps outlined in the BT Help Page. Once you have restarted your BT Home Hub after making this change, please move to step 3.

Step 3 – Turn on Amazon Echo

1. Plug the included power adapter into Amazon Echo and then into a power outlet.
2. The light ring on Amazon Echo turns blue and then orange.
3. When the light turns orange, Amazon Echo greets you.

Step 4 - Open the Alexa App

1. Open the Alexa App on your mobile device or go to https://alexa.amazon.co.uk.
2. Open the left navigation panel and then select **Settings**.
3. Select your device and then select **Update Wi-Fi**. If you're adding a new device to your account, select **Set up a new device** instead.
4. Select **Echo**.
5. Set your Amazon Echo language to **English (United Kingdom)** and select **Continue**.
6. Click **Connect to Wi-Fi** and follow the instructions in the Alexa app.

Step 5 - Choose Your Wi-Fi Network

1. On the **Select your Wi-Fi network** screen in the Alexa app, select your Wi-Fi network name (SSID).
2. If the option is available, select **Forget this network**.
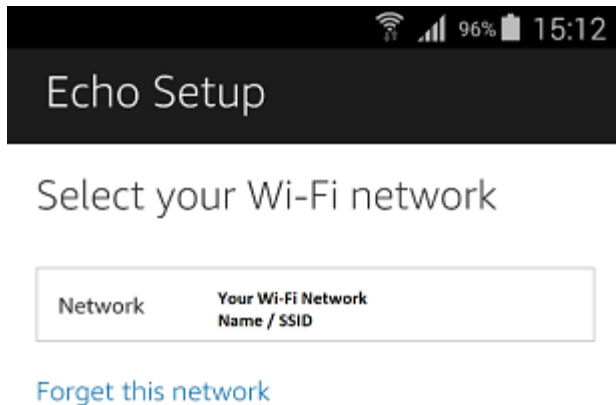
3. Enter your Wi-Fi password.
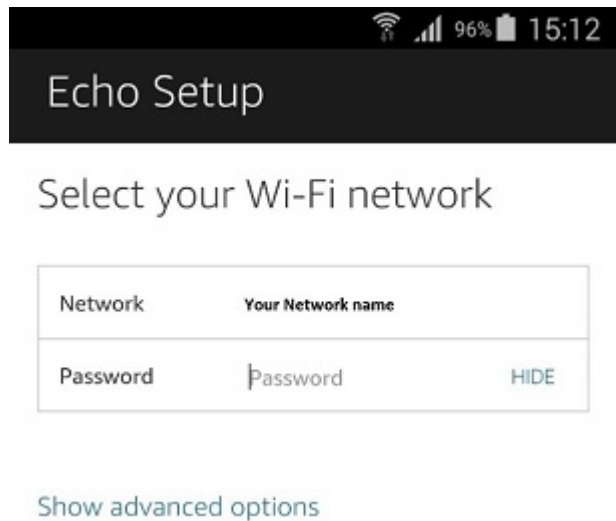
4. Select **Show advanced options**.

Step 6 – Advanced Setup

1. Enter the following information in the fields provided:

    i.   **IP Address:** 192.168.1.60
         If you have more than one Amazon Echo, use a different IP address for each one, e.g. 192.168.1.60, 192.160.1.61, 192.160.1.62.

    ii. **Router:** 192.168.1.254
    iii. **Subnet Mask:** 255.255.255.0
    iv. **DNS1:** 62.6.40.17

Echo Setup

Select your Wi-Fi network

Network	Your Network Name	
Password	Your password	HIDE

WPA2-PSK

192.168.1.60

192.168.1.254

255.255 255.0

62.6.40.178

62.6.40.162

Hide advanced options

2. Click **Connect**.
   Please note you may need to scroll down to reveal the connect button on some mobile devices.

Step 7 - Check BT Parental Control Categories

1. Go to BT Support to see which categories are blocked by BT parental controls.
2. Blocking **Media Streaming** can result in certain Alexa content being blocked, including TuneIn, Spotify and Prime Music.